COMPLAINTS POLICY

AREA:	GOVERNANCE
AUDIENCE:	ALL STAKEHOLDERS
REVIEW FREQUENCY:	ANNUALLY
DATE 1st ISSUED:	5.12.2018
LAST REVIEW DATE:	JANUARY 2026
NEXT REVIEW DATE:	JANUARY 2027
OWNED & REVIEWED BY:	TRUST GOVERNANCE LEAD
APPROVED BY / SIGNED BY:	STANDARDS COMMITTEE / CHAIR OF BAT BOARD OF TRUSTEES
LAST APPROVAL DATE:	09.01.2026

Brunel Academies Trust (BAT) is a company limited by guarantee with registration number 10074054 and registered offices at Unit B4C Orbital Retail Park, Thamesdown Drive, Swindon, SN25 4AN; BAT is the parent company and Sole Corporate Member of the subsidiary company Brunel Education (BE). Brunel Education is a charitable company limited by guarantee with registration number 11991915, registered with the Charities Commission of England Wales (Charity Number 1214820) and with registered offices at Unit B4C Orbital Retail Park, Thamesdown Drive, Swindon, SN25 4AN.

Tier 1 policies are centrally held policies relating to Education, Governance, People Services, Finance, ICT and Operations and are the direct responsibility of BAT. Tier 1 policies are created by the BAT Central Services Team but adopted and reviewed by the BAT Board.

We are committed to a sustainable future and to improving the social, economic, and environmental well-being of the community. We are dedicated to environmental improvements that foster a sustainable future and lead to social and economical improvements in the communities we operate within.

Amendments to policy		
Date	**Section**	**Amendment**
15.08.2025	6.0	Time scale for a response to a Stage 1 informal complaint changed from 28 working days to 15 working days
15.08.2025	8.0	Additional information and timescales added to the Stage 3 panel hearing process
15.08.2025	ALL	All references to the Education Skills and Funding Agency (ESFA) have been changed to the Department for Education (DfE) as the ESFA has now closed
15.08.2025	ALL	Minor language changes made throughout the policy
15.08.2025	11.0	New Section 11.0 added in relation to Complaint Campaigns
29.12.2025	ALL	Changes made to bring policy and timescales in line with BE Complaint Policy
31.03.2026	6.0	Updated BAT Chair of BAT Board of Trustee name and email address.

1. Aim

At Brunel Academies Trust (BAT) we recognise that everyone occasionally makes mistakes. What is important, however, is that when mistakes are made, there is a clear and fair approach to putting things right again. Our stance on complaints is reflective of our values which include being brave, kind and honest. Openness and transparency and the importance of the voice of children and young people, parents, carers, employees, and stakeholders are pivotal to our work.

The aim of this complaints policy is to ensure that every child and young person, parent, carer, employee, and stakeholder understands this policy and has access to a procedure that

supports and enables them to raise concerns or complain about any aspect of a school or service.

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When responding to complaints, we aim to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Be impartial and non-adversarial
- Make sure everyone at the school / education provision or service knows what to do if a complaint is received
- Make sure that all complaints are investigated fully and fairly (by an independent person or panel where necessary) and responded to in a timely way
- Treat complainants with respect, politeness, honesty and in confidence
- Keep complainants informed of the progress of the complaints process at each stage
- Give complainants reasonable notice to attend any required meetings at each stage
- Make sure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
- BAT will acknowledge any mistakes and consider how the recommendations following a complaint can feed into school / BAT improvement and evaluation processes, helping us to improve what we do
- Comply with Part 7 of the Education (Independent School Standards) Regulations 2014

BAT try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

BAT will aim to give the complainant the opportunity to complete the complaints procedure in full. To support this, we will ensure we publicise the existence of this policy and make it available on our website, and on the websites of our schools / education provisions.

Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals.

2. Legislation and Guidance

This document meets the requirements set out in part 7 of the schedule to The Education (Independent School Standards) Regulations 2014, which states that we must have and make available a written procedure to deal with complaints from parents of Children and Young People

It is also based on Best practice guidance for school complaints procedures 2020 - GOV.UK from the Department for Education (DfE).

This policy complies with BAT's funding agreement and Articles of Association. In addition, it addresses duties set out in the Early Years Foundation Stage statutory framework with regards to dealing with complaints about the Trust's fulfilment of Early Years Foundation Stage requirements.

3. Definitions and Scope

The DfE guidance explains the difference between a concern and a complaint:

A **concern** is defined as "an expression of worry or doubt over an issue considered to be important for which reassurances are sought."

The Trust will resolve concerns through day-to-day communication as far as possible.

A **complaint** is defined as "an expression of dissatisfaction however made, about actions taken or a lack of action."

BAT intends to resolve complaints informally where possible, at the earliest possible stage. There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

This policy does not cover complaints procedures relating to the exceptions detailed below:

Exceptions	Who to contact
Admissions and Exclusions	Concerns related to admissions and statutory assessments (in accordance with the SEND Code of Practice) and school re-organisation should be raised directly with the relevant Local Authority (L.A)
Statutory Assessments of Special Educational Needs and Disabilities (SEND) / Education Health and Care Plan (EHCP) procedures	
Safeguarding matters likely to require a child protection investigation	In relation to Safeguarding / Child Protection, the school / provision's safeguarding procedure will be followed
Suspension and Permanent Exclusion	Please refer to the school / provision's Exclusion Policy
Whistleblowing	Please refer to the Brunel Academies Trust Whistleblowing Policy. The DfE is also a prescribed body for whistleblowing in education
Employee Grievances, Employee Conduct and Discipline Procedures	These matters will invoke Brunel Academies Trust's Employee Resolution (Grievance) or Disciplinary Policy
Complaints about services provided by other providers who use BAT premises or facilities should be directed to the provider concerned	Provisions should have their own complaints procedure to deal with complaints about a service and should be contacted directly

If necessary, please see our separate policies for procedures relating to these types of complaint.

4. Principles for Investigation

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved
- What the complainant feels would put things right

We also intend to address complaints as quickly as possible. To achieve this, realistic and reasonable time limits will be set for each action within each stage.

Where further investigations are necessary, new time limits will be set, and the complainant will be sent details of the new deadline with an explanation for the delay.

BAT expects that complaints will be made as soon as possible after an incident arises, and no later than 3 months afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved; however BAT will reserve the right to refuse a complaint investigation if raised after six months.

Please note that BAT will not investigate anonymous complaints except in extreme circumstances where the safety of a child or vulnerable adult may be compromised.

Complaints About Our Fulfilment of Early Years Requirements

We will investigate all written complaints relating to the Trust's fulfilment of the Early Years Foundation Stage requirements and notify the complainant of the outcome with 28 days of receiving the complaint. Schools / education provisions will keep a record of the complaint (see section entitled 'Record Keeping' below) and make this available to Ofsted on request.

Parents and carers can notify Ofsted if they believe that a school / education provision is not meeting Early Years Foundation Stage requirements by:

- Calling 0300 123 4666, or
- Emailing enquiries@ofsted.gov.uk
- Using the online contact form available at https://www.gov.uk/government/organisations/ofsted#org-contacts

Schools / education provisions will notify parents and carers if they become aware that they are to be inspected by Ofsted. Schools / education provisions will also supply a copy of the inspection report to parents and carers of children attending the setting on a regular basis.

5. Summary of Complaints Procedure

We have adopted a 3-stage process for dealing with complaints:

- Stage 1 – Informal Resolution
- Stage 2 – Formal Investigation by Head of Provision/Principal / an Investigating Officer
- Stage 3 – Formal Panel Hearing (Panel appointed by BAT Board of Trustees)

Stage 1: Informal Resolution

At the outset of the concern being raised, the difference between a concern and a complaint will be identified. We believe that taking informal concerns seriously at the earliest stage will reduce the need for concerns to develop into complaints.

We understand that concerns are often caused by simple mistakes or misunderstandings. We anticipate that these and other issues can be quickly and informally resolved through improved communication and immediate response. At other times, or if a concern is not resolved to the complainant's satisfaction, it may be necessary to use the formal complaints procedure. It is important that this choice is always available.

We ask that schools / education provisions, where possible, are able to resolve issues on the spot, including apologising where appropriate. In addition, it may be appropriate to offer one or more of the following;

- An explanation
- An admission that the situation could have been handled differently or better
- An assurance that we will endeavour to ensure that the concern will not reoccur

Individuals can raise concerns with the class teacher, senior leader or Head of Provision/Principal, depending on their wishes and the type of issues they want to discuss.

If the complainant is unclear who to contact or how to contact them, they should contact their school / provision office who will assist. If the complainant requires additional support or guidance to raise the complaint to this stage e.g., an interpreter, extra support for disabilities, or mediation to set up and conduct a meeting, they should contact the Head of Provision/Principal.

We recognise that it is essential to be open to criticism or complaint from any source and that only by being open to criticism or complaints can we hope to improve our service and the attainment and outcomes of the children and young people whom we teach. We therefore welcome individuals raising concerns and complaints and we anticipate that most issues can be dealt with informally through discussion.

If the complaint is not resolved informally, it will be escalated to a Stage 2. Formal Investigation.

Stage 2: Formal Investigation

Formal complaints must be made in the first instance, in writing to the Head of Provision/Principal. There is a form in Appendix 1 below that can be completed, or the complaint can be sent to the Head of Provision/Principal by letter or email outlining the following:

- details such as relevant dates and times
- the names of witnesses of events
- what the complainant feels would resolve the complaint

If the complainant needs support with a recording device to record a verbal submission of the complaint or any other communication support, please contact the Head of Provision/Principal.

The Head of Provision/Principal will record the date that the complaint is received and will acknowledge receipt of the complaint in writing within 2 school days (excluding bank holidays and school / education provision holidays).

Within this response, the Head of Provision/Principal will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Head of Provision/Principal can consider whether a face-to-face meeting is the most appropriate way of doing this.

If the complaint is regarding the Head of Provision/Principal or a Governor, the complaint will be dealt with by the CEO, Jackie Fieldwick, MBE jfieldwick@brunel.org.uk who will determine who is best placed to deal with the complaint. This may be done by letter or email.

If you are not sure where to address your complaint, please contact the BAT Complaints Officer at cewhite@brunel.org.uk

There are additional levels of governance who assume responsibility under specific circumstances for Stage 2, specifically:

- Where the complaint relates to the CEO, Trustee or a Member, the Chair of the BAT Board assumes responsibility
- Where the complaint relates to a Governor, the CEO or Chair of the LGC assumes responsibility
- Where the complaint relates to the Chair of the LGC, the Chair of BAT Board assumes responsibility
- Where the complaint relates to the Chair of the BAT Board the CEO assumes responsibility

Please note, the Head of Provision/Principal may delegate any investigation to another senior member of the school / provision team, but not the decision taken.

During the investigation, the Head of Provision/Principal (or investigator) will:

- If necessary, interview those involved in the matter and / or those complained of, allowing them to be accompanied if they wish
- Keep a written record of any meetings / interviews in relation to their investigation

At the conclusion of their investigation, the Head of Provision/Principal will provide a formal written response, within 15 school days (excluding bank holidays and school / education provision holidays) of receipt of the complaint.

If the Head of Provision/Principal is unable to meet this deadline, they will provide the complainant with an update and a revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the school / education provision will take to resolve the complaint.

The Head of Provision/Principal will advise the complainant how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

Stage 3: Formal Panel Hearing

If the complainant is not satisfied with the response from the Head of Provision/Principal and wishes to proceed to the next stage of this procedure; Stage 3, they should inform the Clerk to the Board of Trustees carterm@brunel.org.uk in writing within 5 working days (excluding bank holidays and school / education provision holidays) of receipt of the Stage 2 outcome letter.

The Clerk will record the date the request to escalate the complaint to Stage 3 is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 working days (excluding bank holidays and school / education provision holidays).

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The written complaint should:

- State clearly the reason for the complaint
- Explain clearly what steps have been taken to resolve the complaint so far by the school / education provision and why this has not been satisfactory
- Outline the desired outcome from the complaint

If the complaint is jointly about the Chair and Vice Chair of the Local Governing Committee (LGC), the entire LGC, or; the majority of the LGC, Stage 3 will be heard by the appointed panel Trustees and an independent panel member.

A panel will be appointed by the BAT Board of Trustees and will consist of up to 3 members of the BAT Board not involved in investigating the complaint in the formal stage. The panel will be appointed by or on behalf of BAT and must consist of at least 3 people who were not directly involved in the matters detailed in the complaint. At least 1 panel member must be independent of the management and running of the school / education provision.

The panel cannot be made up solely of BAT Trustees, as they are not independent of the management and running of the school / education provision.

The Clerk will write to the complainant to inform them of the date of the panel meeting. They will aim to convene a panel meeting within 20 working days (excluding bank holidays and school / education provision holidays) of receipt of the Stage 3 request.

If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed. If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the panel meeting. The panel meeting will then proceed in the complainant's absence on the basis of written submissions from both parties.

The complainant must be notified of the date, time, and location of the review panel at least 10 working days (excluding bank holidays and school / education provision holidays) in advance. However, the review panel reserves the right to convene at their convenience rather than that of the complainant.

The complainant and representatives from BAT, as appropriate, will be present at the panel hearing. The Chair of the panel may invite any person who could help establish the facts of the complaint. The Clerk will advise the complainant who the attendees at the meeting will be in writing, ahead of the meeting.

Each party will have an opportunity to set out written or oral submissions prior to the meeting. The BAT Board will ensure that the hearing is properly minuted and the panel will have access to the existing record of the complaint's progress. The complainant may be accompanied if they wish by a friend, representative and/or interpreter.

If an employee is required by the Complaint Panel to attend a meeting, they will have the opportunity to be accompanied or represented as they wish. An employee named in a complaint may also choose to attend a meeting, even if not required to do so by the Complaints Panel, or they may be represented. If this happens all parties will be informed in advance.

Generally, we do not encourage either party to bring legal representatives to the panel meeting. However, there may be occasions when legal representation is appropriate. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

At least 10 working days (excluding bank holidays and school / education provision holidays) before the meeting, the Clerk will:

- confirm and notify the complainant of the attendees, date, time and venue of the meeting, ensuring that the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the panel at least 5 working days (excluding bank holidays and school / education provision holidays) before the meeting.

Any written material will be circulated to all parties at least 5 working days (excluding bank holidays and school / education provision holidays) before the date of the meeting.

At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called, as appropriate, to present their evidence. The panel, the complainant and school / provision / BAT representative(s) will be given the chance to ask and reply to questions. Once the complainant and the school / provision / BAT representative(s) have presented their cases, they will be asked to leave, and evidence will then be considered.

The panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded. The panel will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The panel meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs requires it. Prior knowledge and consent of all parties attending must be sought before recording of meetings or conversations take place. Consent will be recorded in any minutes taken.

The panel will consider the complaint and all the evidence presented. The panel can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part

If the complaint is upheld in whole or in part, the panel will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school / BAT systems or procedures to prevent similar issues in the future.

The Chair of the panel will provide the complainant with a full explanation of their decision and the reason(s) for it, in writing, within 5 working days (excluding bank holidays and school / education provision holidays).

The letter to the complainant will include details of how to contact the Department for Education (DfE) if they are dissatisfied with the way their complaint has been handled by BAT. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection on the school premises by the proprietor (the BAT Board of Trustees), the CEO and the Head of Provision/Principal.

The findings and recommendations will also be reported to the LGC, and where relevant, the person who is the subject of the complaint, confirming the outcome of the complaint and any agreed actions.

The panel will inform those involved of the decision in writing within 5 working days (excluding bank holidays and school / education provision holidays).

6. Referring Complaints on Completion of the School / Education Provision and Trust Procedures

BAT anticipates that most complaints will be resolved by the internal processes outlined in this policy.

However, BAT's Provisions operate independently of the Local Authority and, as such, the Local Authority (LA) is unable to investigate complaints regarding academies even if the complaint relates to special educational needs provision. Therefore, anyone wishing to escalate a complaint about a school / provision, which has not been satisfactorily resolved through the BAT complaints procedure, should contact the Secretary of State at the Department for Education and request that the complaint be escalated to the DfE and /or Ofsted.

If the complainant is unsatisfied with the outcome of the BAT complaints procedure and the complaint is regarding a school / provision not meeting regulatory standards, the complainant can refer their complaint to the Department for Education (DfE) if the complaint falls within the following areas:

- education
- children and young people's welfare, health and safety
- school premises
- staff suitability
- making information available to parents, or
- the spiritual, moral, social or cultural development of children and young people

The Department for Education will consider whether the school has adhered to education legislation and any statutory policies connected with the complaint and whether they have followed Part 7 of the Education (Independent School Standards) Regulations 2014.

The Department for Education will check whether the complaint has been dealt with properly. The Department for Education will not overturn the decision about a complaint. However, it will look into:

- Whether there was undue delay, or the school or BAT did not comply with its own complaint's procedure
- Whether BAT was in breach of its funding agreement with the secretary of state
- Whether BAT has failed to comply with any other legal obligation

The complainant can refer their complaint to the DfE via their online form: https://form.education.gov.uk/service/Contact_the_Department_for_Education

Or by telephone on: 0370 000 2288 or by writing to:
Academy Complaints and Customer Insight Unit
Education and Skills Funding Agency
Cheylesmore House
5 Quinton Road
Coventry
CV1 2WT

If the complaint was not dealt with properly, the school / education provision or BAT will be asked to re-investigate the complaint. If the complaints procedure is found not to meet regulations, the Trust will be asked to correct its procedure accordingly.

For more information or to refer a complaint, see the following webpage:
https://www.gov.uk/complain-about-school

The contact details for Ofsted are as follows:
Email : enquiries@ofsted.gov.uk
Tel : 0300 123 4666

Contact Details:

Contact Details for the BAT Central office:	Registered address: Unit B4C Orbital Retail Park Thamesdown Drive Swindon SN25 4AN Telephone Number: 01793 286620 E-mail: cewhite@brunel.org.uk
Contact Information for BAT Complaints officer	Carolyn Esmonde-White cewhite@brunel.org.uk
Contact Information for the Clerk to the BAT Board of Trustees	Michelle Carter carterm@brunel.org.uk
Contact Information for BAT CEO	Jackie Fieldwick, MBE jfieldwick@brunel.org.uk
Contact Information for Chairman of the BAT Board of Trustees	Andy Tait atait@brunel.org.uk

7. Persistent complaints

Where a complainant tries to re-open the issue with BAT after the complaint's procedure has been fully exhausted and the school / education provision or Trust has done everything it reasonably can in response to the complaint, the Chair of the BAT Board of Trustees will inform the complainant that the matter is closed.

If the complainant subsequently contacts the school / education provision or Trust again about the same issue, the school / education provision or Trust can choose not to respond. The normal circumstance in which the school / education provision or Trust will not respond is if:

- The school / education provision or Trust has taken every reasonable step to address the complainant's needs, *and*
- The complainant has been given a clear statement of the school / education provision or Trust's position and their options (if any), *and*
- The complainant is contacting the school / education provision or Trust repeatedly but making substantially the same points each time

However, this list is not intended to be exhaustive.

The school / education provision or Trust will be most likely to choose not to respond if:

- There is reason to believe the individual is contacting the school / education provision with the intention of causing disruption or inconvenience, and/or
- The individual's letters/emails/telephone calls are often or always abusive or aggressive, and/or
- The individual makes insulting personal comments about, or threats towards, school / education provision or Trust employees

Unreasonable behaviour, which is abusive, offensive, or threatening may constitute an unreasonably persistent complaint.

Once the school / education provision or Trust has decided that it is appropriate to stop responding, the complainant will be informed in writing, either by letter or email.

The school / education provision or Trust will ensure when making this decision that complainants making any new complaint are heard, and that the school / education provision and Trust act reasonably.

8. Complaint Campaigns

Should BAT become the focus of a campaign and receive large volumes of complaints:

- all based on the same subject
- from complainants unconnected with the school / education provision

The following separate procedure will apply to handle complaints of this nature.

- An Investigating Officer will be appointed by the CEO who will carry out an investigation in line with the Stage 2 Formal Complaint process
- The outcome of the investigation will be reported to the BAT Board of Trustees within 15 working days (excluding bank holidays and school / education provision holidays) and any recommendations will be implemented by the CEO / Executive Leadership Team
- A template response detailing the outcome / recommendations will be agreed by the BAT Board of Trustees and will be sent to all complainants or,
- A single response will be published on the school / education / Trust website

Complainants are able to escalate their complaint to the DfE if they're dissatisfied with the Trust's response as set out in Section 6. above.

9. Record-keeping and confidentiality

BAT will record and keep progress of all complaints, including information about:

- Actions taken at stages 2 & 3 as a result of the complaint regardless of whether they are upheld
- All correspondence, statements and records, which will be kept confidential except where the Secretary of State (or someone acting on his behalf) requests access to them
- The stage at which the complaint was resolved, i.e., stage 2 or 3
- The final outcome

The records will also include copies of letters and email, and notes related to meetings and phone calls.

This material will be treated as confidential and stored securely and will be viewed only by those involved in investigating the complaint or on the review panel. In the case of complaints about the Trust or central employees, these records will be managed by the Clerk to the Board of Trustees and will be stored securely in the Trust's offices under restricted access.

This is except where the Secretary of State (or someone acting on their behalf) or the complainant requests access to records of a complaint through a freedom of information (FOI) request or under the terms of the Data Protection Act, or where the material must be made available during a school / education provision inspection.

Records of complaints will be kept for 6 years, (as guided by the Information and Records Management Society's toolkit for Provisions).

The details of the complaint, including the names of individuals involved, will not be shared with the whole Local Governing Panel of the school / education provision (nor the entire Trust Board) in case a review panel needs to be organised at a later point.

Where the Trust Board is aware of the substance of the complaint before the review panel stage, they will (where reasonably practicable) arrange for an independent panel to hear the complaint.

Complainants also have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The decision to approve this request is made by the BAT Board of Trustees, who will not unreasonably withhold consent.

10. Learning lessons

The BAT Board of Trustees will review any underlying issues raised by complaints with the Head of Provision/Principal, where appropriate, and respecting confidentiality, to determine whether there are any improvements that the Provision can make to its procedures or practice to help prevent similar events in the future.

The BAT Board and CEO will receive regular reports on the types of complaints received in each school / education provision in order to support the development of appropriate support structures, and to inform an improvement to procedures or practice.

11. Review

The BAT Board of Trustees will monitor the effectiveness of the complaints procedure in ensuring that complaints are handled properly.

The BAT Board will track the number and nature of complaints, and review underlying issues as stated in the section entitled 'Learning lessons.' The BAT Board will also ensure that outcomes inform any necessary changes or improvements to this policy.

The complaints records are logged and managed by the Trust Complaints Officer.

The CEO will monitor the effectiveness of the complaint's procedure Trust-wide.

This policy will be reviewed by the CEO once per year or if necessary, changes need to be implemented. At each review, the policy will be approved by the Chair of the Board of Trustees.

12. Links with other policies

Policies dealing with other forms of complaints include:

- Child protection and safeguarding policy and procedures
- Admissions policy
- Suspension and Exclusion policy
- Employee Resolution (grievance) procedures
- Employee disciplinary procedures
- Whistleblowing Policy
- Privacy Notices

13. Equality

This policy has been Diversity Impact Assessed (DIA) to identify opportunities to promote equality and mitigate any negative or adverse impacts on particular groups.

This policy is approved by the Standards Committee and adopted by the BAT Board of Trustees. The policy will be reviewed every 1 year or earlier if change to legislation.

Signed: CEO

Signed: Chairman of BAT Board of Trustees

Date: 09.01.2026

Appendix One **COMPLAINTS FORM**

Your name:
School / Education Provision:
Child/Young Person's Name and Class (if relevant):
Your relationship to the Child/Young Person (if relevant):
Address: Post Code: Day time telephone number: Evening telephone number: E-mail address:
If you are making a complaint on behalf of someone else, please provide their details below:
Please give details of your complaint:
What action, if any, have you already taken to try to resolve your complaint. (Who did you speak to and what was the response)?
What actions do you feel might resolve the problem at this stage?
Are you attaching any paperwork? If yes, please give details:
Signature: Date:

Official Use Only Date acknowledgement sent: By whom:
Complaint referred to: Date: